

'lacounty)

# PATIENT RESOURCES WORKER

(<http://agency.governmentjobs.com/lacounty/jobID=1201442&sharedWin>)

**Salary** ⓘ \$34,620.00 - \$40,644.00 Annually **Location** ⓘ Los Angeles County, CA

**Job Type** Full time

**Department** MENTAL HEALTH

**Job Number** b9192F

## DESCRIPTION

## BENEFITS

## QUESTIONS

### Position/Program Information

#### DEPARTMENT OF MENTAL HEALTH

EXAM NUMBER: b9192F

#### OPEN COMPETITIVE JOB OPPORTUNITY

**FILING START DATE: 08/19/2015 AT 8:00 A.M.**

This examination will remain open until the needs of the service are met and is subject to closure without prior notice

#### POSITION INFORMATION:

Identifies clients' financial resources to pay for mental health services and completes standardized billing forms based upon data acquired.

#### Essential Job Functions

Evaluates financial data and resources to determine the patient's ability to reimburse the County for medical and/or mental health care services consistent with department policy using the Uniform Method for Determining Ability to Pay (UMDAP); contacts private insurance companies to verify coverage and to obtain authorization for services; verifies existing governmental coverage for medical or mental health care, and screens for the patient's potential eligibility to receive Medi-Cal or other no-cost/low-cost programs.

Enters and accesses data by utilizing various local and web-based information systems and databases to determine a client's financial eligibility.

Communicates with patients, responsible relatives and/or representatives, attorneys, employers, agencies and insurance companies to explain County policies and to obtain, verify, or clarify information required to complete standardized billing forms.

Completes standardized billing forms in order to submit claims and bill clients, Medi-Cal, Medicare, and private insurance for mental health services based on client eligibility.

### **Requirements**

#### **SELECTION REQUIREMENTS:**

**Option I:** Two years of full-time\* experience interviewing the public to initiate or complete applications for financial assistance, insurance, medical, mental health, hospital services, social security, or workers' compensation -OR-

**Option II:** Three years of full-time\* clerical experience, two years of which must have involved public contact associated with the financial screening and/or registration of patients or claims billing and collection for hospital , medical, or mental health services.

**Physical Class II – Light:** Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License** - A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

#### **DESIRABLE QUALIFICATIONS:**

- Experience conducting Medi-Cal eligibility checks using the State Medi-Cal website, the Automated Eligibility Verification System (AEVS)\*\*, or a Point of Service (POS) device\*\*\* and interpreting eligibility responses.
- Experience processing service claims from an Electronic Health Record (EHR)\*\*\*\* using a Health Insurance Portability and Accountability Act (HIPAA)\*\*\*\*\* compliant electronic claiming system.
- Experience developing, reviewing, and analyzing aging reports to ensure that claims were submitted and reimbursed on time.
- Experience following up on submitted claims and conducting appeals on claims denied by third party payers such as Medicare or private insurance.
- Experience working with the 837P\*\*\*\*\* Health Care Claim.
- Experience working with the 835\*\*\*\*\* Health Care Claim Payment Advice.

**SPECIAL REQUIREMENT INFORMATION:**

\*Experience is evaluated on the basis of a verifiable 40-hour workweek. Work performed part-time will be prorated on a month-for-month basis.

\*\*Automated Eligibility Verification System (AEVS) is an interactive voice response system that allows providers the ability to access Medi-Cal subscriber eligibility information through a touch-tone telephone.

\*\*\*Point of Service (POS) device is used to verify recipient eligibility, clear Share of Cost liability, reserve Medi-Services, perform Family PACT (Planning, Access, Care and Treatment) client eligibility transactions and submit pharmacy or CMS-1500 claims.

\*\*\*\*An Electronic Health Record (EHR) is a collection of patient health information generated by one or more meetings in any care delivery setting. An EHR typically includes patient demographics, progress notes, problems, medications, vital signs, past medical history, immunizations, laboratory data and radiology reports. It's said to streamline clinicians' workflow, and it has the ability to generate a complete record of a clinical patient encounter.

\*\*\*\*\*Health Insurance Portability Accountability Act (HIPAA) is the general requirement on all Electronic Data Interchange (EDI) transactions of patient care / service claiming file process.

\*\*\*\*\*An 837P is the HIPAA compliant electronic claim form for professional services.

\*\*\*\*\*The 835 is the HIPAA compliant electronic explanation of benefits.

**Additional Information**

**SPECIAL INFORMATION**

Past and present mental health clients and family members are encouraged to apply.

**AVAILABLE SHIFT**

Appointees may be required to work any shift, including evenings, nights, weekends and holidays.

**EXAMINATION CONTENT**

This examination will consist of an evaluation of your education and experience based on information provided on application and supplemental questionnaire, weighted 100%.

Candidates must achieve a passing score of 70% or higher in order to be placed on the eligible register.

**VACANCY INFORMATION**

The eligible register for this examination will be used to fill vacancies in the Department of Mental Health.

### **ELIGIBILITY INFORMATION**

The names of candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

Retake: No person may compete for this examination more than once in a twelve (12) month period.

### **APPLICATION AND FILING INFORMATION**

Applicants are required to complete and submit an online Los Angeles County Employment Application AND Supplemental Questionnaire in order to be considered for this examination. Paper applications, resumes, or any unsolicited documents will not be accepted in lieu of completing the online application and Supplemental Questionnaire. THIS EXAMINATION IS CURRENTLY OPEN CONTINUOUSLY BUT MAY BE SUSPENDED OR CLOSED AT ANY TIME WITHOUT ADVANCE NOTICE.

### **INSTRUCTIONS FOR FILING ONLINE**

Apply online by clicking on the "Apply" tab for this posting. You can also track the status of your application using this website.

The acceptance of your application will depend on whether you have clearly shown that you meet the Selection Requirements. Your online application must show complete license, education and work experience information necessary to evaluate your qualifications. License information section must show title of license, license number, original date of issue, and expiration date. Education information section must include name and address of school attended, complete dates attended, name of course/s taken, number of units earned, and degree/s earned. Work experience section must include job title, employer name and address, name of work area/facility, actual payroll title held and not the working and/or functional titles, from/to dates of employment including month, day and year, total number of months, total number of hours worked per week - not a range of hours (full or part-time), and complete and detailed description of related job duties. If range of hours is provided, experience will be prorated based on the lowest number of hours worked per week. LIST separately each job experience to be evaluated.

All information is subject to verification. Applicants may be rejected at any stage of the selection process.

### **SOCIAL SECURITY NUMBER LANGUAGE**

All applicants must enter a valid social security number at the time of filing. Entering

anything other than a valid social security number (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

#### **COMPUTER AND INTERNET ACCESS AT LIBRARIES**

For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

#### **NO SHARING USER ID AND PASSWORD**

All applicants must file their applications online using their own user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

#### **DEPARTMENT CONTACT**

Celia Yeung

213-972-7038 or 213-972-7034

[exams@dmh.lacounty.gov](mailto:exams@dmh.lacounty.gov) (<mailto:exams@dmh.lacounty.gov>)

**ADA Coordinator Phone** 213-972-7034

**Teletype Phone** 800-735-2922

**California Relay Services Phone** 800-735-2922

---

Agency	Address	Website
County of Los Angeles	*****  Los Angeles, California, 90010.	<a href="http://hr.lacounty.gov">http://hr.lacounty.gov</a> ( <a href="http://hr.lacounty.gov">http://hr.lacounty.gov</a> )

**JOB OPPORTUNITIES (/CAREERS/LACOUNTY)** **ACCOUNT (/CAREERS/LACOUNTY/APPLICATIONS)**

Copyright © 2015 [WELCOME TO THE COUNTY OF LOS ANGELES \(http://hr.lacounty.gov\)](http://hr.lacounty.gov)